



**Town Hall Meeting, SIL Yaounde**  
**18 Jan 2012**

## Services Provided to Citizens Abroad

### **Citizenship and Passports**

- Acquisition of Citizenship
- Loss of Citizenship
- Passport Adjudication Overseas

### **Non-Emergency Services**

- Estates
- Federal Benefits
- Judicial and Legal Assistance
- Notarials and Authentications
- Voting Overseas

### **Consular Information Program**

- Country Specific Information
- Fact Sheets
- Travel Alerts
- Travel Warnings
- Warden Systems and Messages

### **Children and Family**

- Child Welfare and Custody Issues
- Intercountry Adoption
- International Parental Child Abduction

### **Emergency Services**

- Arrests and Prisoners
- Deaths
- Financial Assistance
- Medical Assistance
- Victim Assistance
- Welfare and Whereabouts

### **Crisis Management**

- Consular Crisis Management and Emergency Planning
- Planning and Preparation
- Crisis Response
- Types of Crises
- After a Crisis
- Duty Program

The U.S. Embassy's American Citizen Services (ACS) Unit exists to serve Americans traveling or residing in Cameroon. Our primary goal is to meet the needs of American citizens while providing them with premier customer service.

ACS provides emergency services to Americans in cases of arrest, death, crime victimization, repatriation, medical evacuation, temporary financial assistance and welfare-and-whereabouts cases.

We assist in non-emergency matters of birth, identity, passport, citizenship, registration, judicial assistance, and estates. ACS can facilitate the transfer of funds to Cameroon to assist U.S. citizens in need, repatriate the remains of loved ones who have died, assist with medical bills, assist victims of crime, and help U.S. citizens who are detained by local authorities. In other words, ACS is here to assist you and your family whenever and wherever we can.

In order to better serve you, American Citizen Services in Embassy Yaounde has moved to an online appointment-only system for passport and notarial services. This allows us to plan and adjust for fluctuating demand and will make for a smoother, more predictable visit to the embassy. This new system will also cut down on the time you spend in the embassy waiting rooms!

American Citizen Services inquiry hours are Monday through Thursday, 09:00 – 12:00. Passport services, Consular Reports of Birth Abroad or notarial services are available by appointment. Go to this website <http://go.usa.gov/Rd6> to schedule an appointment. Please arrive 15 minutes before your scheduled time. For more information, visit the U.S. Embassy website at <http://yaounde.usembassy.gov>.

## **Emergency Services**

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American Citizens should call the Embassy as soon as practical in the event of an arrest, death, hospitalization, or other emergency involving a U.S. citizen. In an emergency, the Embassy personnel can assist in speaking with medical personnel, police, or other officials on behalf of the U.S. citizen and his or her family.

Victims of crime should contact the Embassy as soon as possible. In many cases involving stolen credit cards, thieves use them immediately. Victims of credit card or ATM card theft should report the theft to the credit card company or bank without delay.

Regarding situations in which a U.S. citizen requires emergency financial assistance, Western Union and other money transfer services have extensive networks in many parts of Cameroon which can disburse money in local currency wired from Western union offices in the United States. Friends or relatives can wire emergency funds to an American citizen in Cameroon through the U.S. State Department; the funds are usually ready for disbursement at the Embassy within two business days. The sender should call the State Department at (202) 647-5225 for details. Please also see the Department of State's webpage on Sending Money to U.S. Citizens Overseas at <http://go.usa.gov/RdF>. Traveler's checks are generally not accepted in Cameroon. Credit cards are accepted at some larger hotels and shops in Yaoundé and Douala. Some larger banks in Yaoundé and Douala have ATM facilities.

### **What to do if you are caught in a crisis while traveling/living abroad**

- Living Abroad Tips <http://go.usa.gov/RdL>
- Tips for Traveling Abroad <http://go.usa.gov/RdM>
- What the Department of State Can and Can't Do in a Crisis <http://go.usa.gov/Rde>
- How to get yourself READY <http://www.ready.gov>

## **Emergency Contacts**

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### U.S. Embassy, Yaoundé, Cameroon

Telephone: (237) 2220-1500

Facsimile: (237) 2220-1572

The mailing address of the U.S. Embassy is P.O. Box 817, Yaoundé, Cameroon

The U.S. Embassy in Yaoundé is located on Avenue Rosa Parks in the Mbankolo Quartier, adjacent to the Mount Febe Golf Club.

### Embassy Branch Office, Douala, Cameroon

Telephone: (237) 3342-5331

Facsimile: (237) 3342-7790.

The Embassy Branch Office in Douala is located on the corner of Rue Ivy and Rue French in the Ecobank Building 5<sup>th</sup> Floor in Bonanjo.

*Consular Section • B.P. 817 • Yaounde, Cameroon*

*Tel: (237) 2220-16-03 • Fax: (237) 2220-15-72*

*Email: [Yaoundeacs@state.gov](mailto:Yaoundeacs@state.gov)*